

ONLINE EVALUATION FORM

Training: Understanding ISO/IEC 17025

Facilitator(s): Mr. Ned Gravel

Location: ONLINE

Date: 14 January – 8February 2008

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:					
Were the course objectives well defined?	0	0	3	0	5
Were the course objectives achieved?	0	0	2	2	1
Course Content:					
Was the course material appropriate?	0	0	3	2	0
Was the course content too complex?	0	0	2	3	0
Was the course material clear to you?	0	1	2	2	0
Was the course volume appropriate?	0	0	3	2	0
Did the downloads fit with the training - did they help?	0	0	3	2	0
Course Methods:					
Did the course organization allow for sufficient discussion?	1	0	3	1	0
Were you encouraged to post in the discussion area?	1	0	2	2	0
Did the discussion posts help bring out new group ideas?	0	0	5	0	0
Did the discussion posts help you understand the material?	0	0	5	0	0
Would you recommend this course to others?	0	1	3	0	1

Comments	Responses
There were quite a few typos in the course material. There was too much referral to other material in point form. And some of the discussion question wordings were not that clear. I took a while to get the point of what the question was asking. I think better wording would help. e.g.- what are the most imp considerations in deciding how to effect document control. I don't like the word effect it is not that clear.	We are always looking for a new pair of eyes to pick up what we have missed. Sometimes we are too close to see these little errors. Any participant pointing out any typos will be happily received and acted upon. The wording of the question cited will be changed. It has been a thorn in our side from the beginning. Now we have a good idea on how to change it. Thank you.
A break down of what is expected in the discussion would be helpful. It was unclear if the discussion questions were for posting answers directly or for promoting actual discussion.	The participant handbook and the instructions to the discussion form do not go beyond asking participants to simply respond to the questions. Discussion follows and does not precede each participant's posts.
Some of the questions were a bit vague. On more than one occasion I consulted with assessor in my lab to confirm that I actually understood the material. This was especially true for Lesson 6 where I felt completely lost.	Will have a look at clarifying the questions in Lesson 6.
[The discussion forum could be improved to bring out new group ideas by] perhaps schedule a meeting or discussion or encourage people to "discuss" more. A chat or e-mail list would be good too.	This is exactly what the discussion forum is – a sort of chat room with threaded discussion. Many courses succeed in doing this. Some do not and we will attempt to motivate future participants to use it more.

Comments	Responses
[The discussion forum be improved to help one understand the material better by using a] chat based system. More questions and examples.	This is exactly what the discussion forum is – a sort of chat room with threaded discussion. Many courses succeed in doing this. Some do not and we will attempt to motivate future participants to use it more.
I found the discussion forum hard because people worked at different rates. Therefore, some may always be ahead and miss further discussions. Maybe a timeframe for each discussion could be set up.	The requirement for the establishment of online training was to allow for different access and learning times for participants. I am not certain we could force participants to adhere to a specific schedule. But we will ask.